Mobile Portal
User Manual

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DOCUMENT REVISION HISTORY

The following table lists the document revisions.

Table 1: Document revision history

Mobile Portal User Manual			
No	**Revision**	**Date**	**Description**
1	V01.00	2014-10-09	First release

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1 Activate Mobile Portal access on phone

You will receive an SMS (and/or email) from your utility service provider with the web address (link) for the Mobile Portal. You will use this link to connect to the Mobile Portal for the first time and create an icon on your phone's home screen or add the address to your favourites to access the site subsequently.

1.1 Recommended browsers

Note: We recommend that the following browsers be used and cannot guarantee that there will be no compatibility issues should you choose another browser.

Table 2: Phone recommended browsers

Phone	Browser
Android (e.g. Samsung)	Chrome
iPhone	Safari Mobile
Windows 8 (e.g. Nokia)	Internet Explorer

1.2 Add Mobile Portal icon to home screen or favourites

Open the SMS received from your utility service provider. Part of the message will contain the Mobile Portal link (web address).

If the default browser on your phone is the same browser that we recommend, simply tap on the web address.

If the default browser on your phone is a different browser than we recommend, then copy the web address, open the recommended browser and paste the web address into the browser.

The Mobile Portal sign in screen will display.

Now add the Mobile Portal web address to your phone's home screen. The Mobile Portal icon will

appear on your home screen:

Tap on the icon to sign in to the Mobile Portal.

Should you prefer to add the Mobile Portal to your favourites, you can sign in by tapping on the Mobile Portal favourite.

2 Activate Mobile Portal access on tablet

You will receive an email (and/or SMS) from your utility service provider with the web address (link) for the Mobile Portal. You will use this link to connect to the Mobile Portal for the first time and create an icon on your tablet's home screen or add the address to your favourites to access the site subsequently.

2.1 Recommended browsers

Note: *We recommend that the following browsers be used and cannot guarantee that there will be no compatibility issues should you choose another browser.*

Table 3: Tablet recommended browsers

Tablet	Browser
Android (e.g. Samsung)	Chrome
iPad	Safari Mobile
Windows 8 (e.g. Dell)	Internet Explorer

2.2 Add Mobile Portal icon to home screen or favourites

Open the email received from your utility service provider. Part of the message will contain the Mobile Portal link (web address).

If the default browser on your tablet is the same browser that we recommend, simply tap on the web address.

If the default browser on your tablet is a different browser than we recommend, then copy the web address, open the recommended browser and paste the web address into the browser.

The Mobile Portal sign in screen will display.

Now add the Mobile Portal web address to your tablet's home screen. The Mobile Portal icon will

appear on your home screen:

Tap on the icon to sign in to the Mobile Portal.

Should you prefer to add the Mobile Portal to your favourites, you can sign in by tapping on the Mobile Portal favourite.

3 Application screens

3.1 Sign In

Tap on the Mobile Portal icon. The following screen will display:

**Figure 1: Sign In screen**
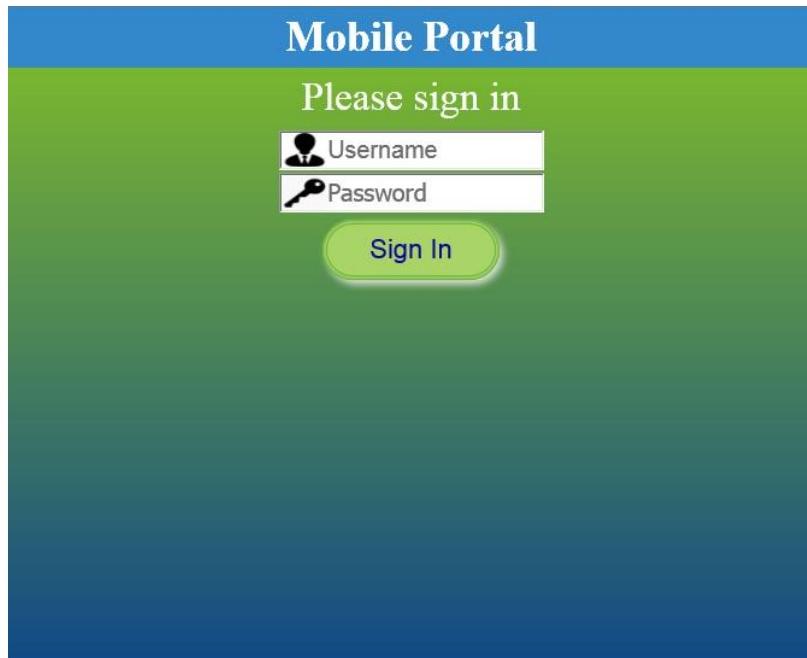
Tap on the "Username" item and type your username. Tap on the "Password" item and type your password as shown in the example below.

Figure 2: Sign In example
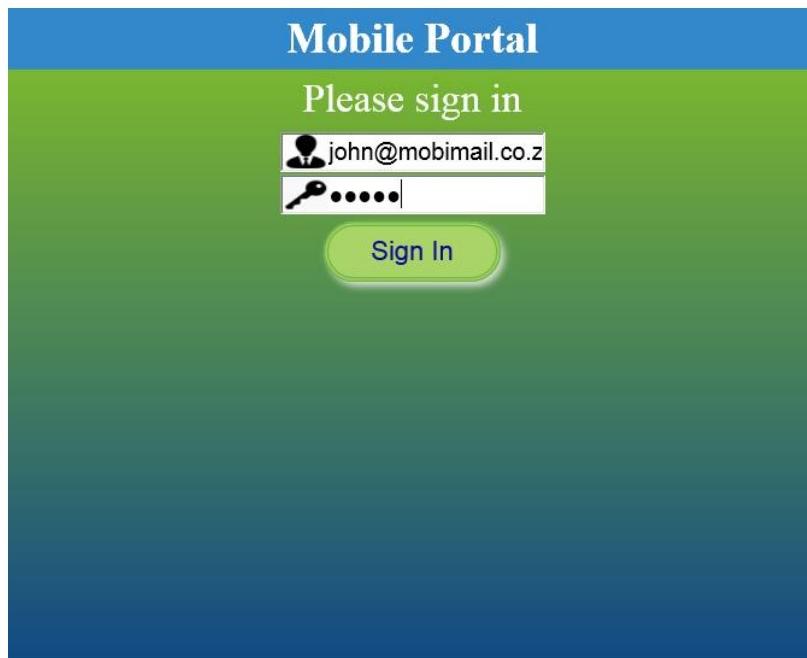
Tap on the [Sign In] button.

## 3.2 Select utility profile

After successful sign in, the following screen will display:

Figure 3: Utility Profile screen
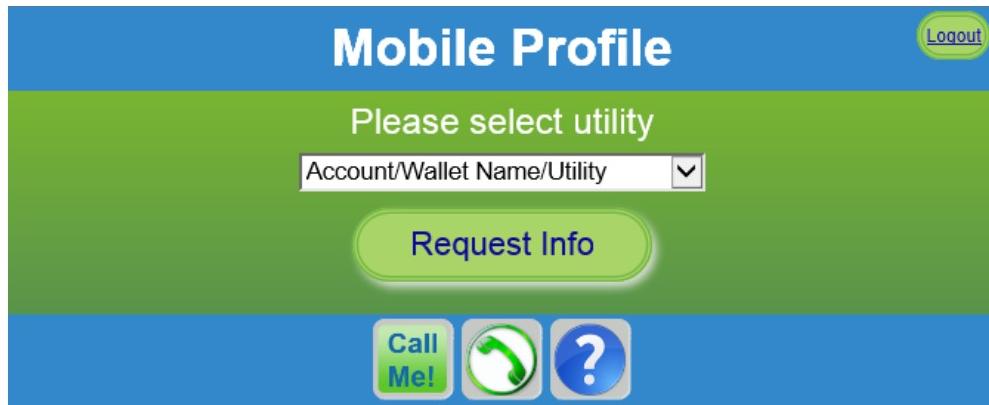
Tap on the "Account/Wallet Name/Utility" item. A select list showing your utilities will display.

Tap on the utility you want, e.g. 000000020/Main Wallet/Utilities

The address for the utility profile will display on the screen as shown below:

Figure 4: Profile selected and address displayed
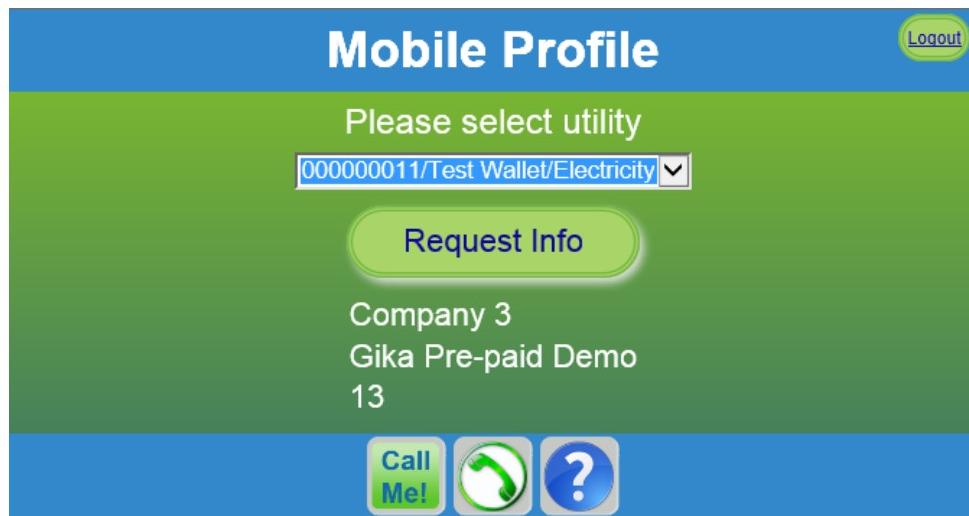
Tap on the [Request Info] button.

3.3 Utility indicators

The indicators for the utility selected will display as shown below:

Figure 5: Utility indicators screen

The indicators available are the five items displayed on the left hand side of the screen, with their names underlined (Available, Usage/Average, Forecast, Status and Last Payment). Help text for each indicator displays in a pop-up when the item is tapped. The indicator values appear in yellow text, in the graphic objects or in both the graphic objects and the text. The indicators are listed in the table below.

Table 4: Utility Indicators

Indicator	Description
Available	The amount available displays in yellow left underneath the "Available" indicator. Three monetary values are displayed in a pop-up, i.e. available (blue), used (yellow) and last 10% (red) when pressing on the relevant slice on the pie chart.
Usage/Average	The horizontal yellow bar shows the daily usage since midnight yesterday and the vertical blue line shows the average daily usage over the past 6 months. Press on the bar and hold to see the usage amounts in a pop-up.
Forecast	The number of days left and the forecasted depletion date display.
Status	A green light means that the utility is active. A red light means that the utility is inactive.
Last Payment	The wallet number, date and amount of the last payment on the wallet display.

4 Application buttons

There are several buttons at the bottom of the Utility Profile and Indicators screens, which each has a dedicated function when tapped.

4.1 Call me

Sends an email to the service provider requesting the service provider to call the customer on the phone number specified.

Tap the [Call Me] button.

The following pop-up displays:
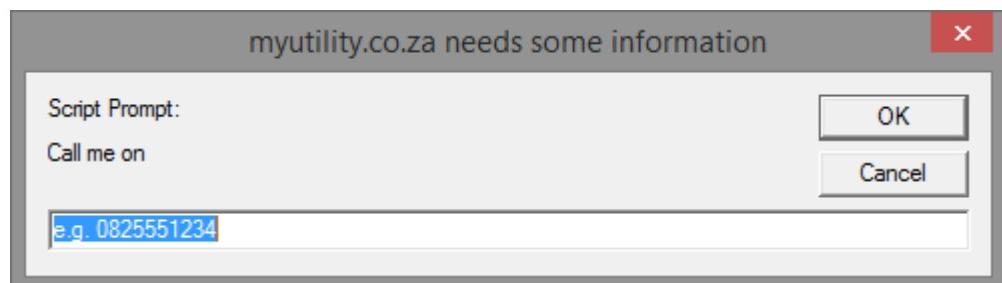
Specify your mobile phone number.
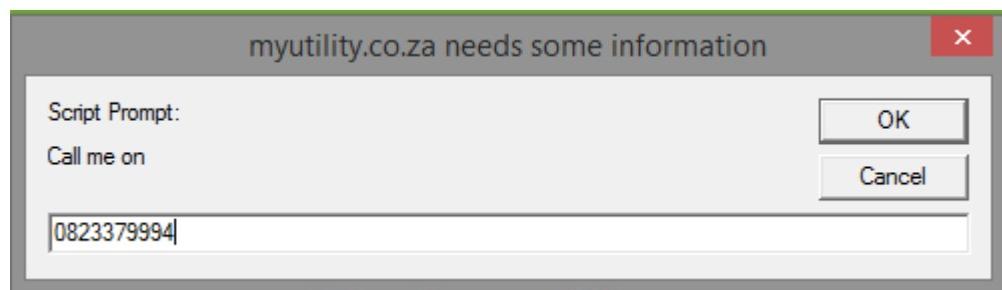
Tap the [Go] button or tap on   to exit without completing the request for the please call me.

4.2 Phone service provider

Initiates a call to the service provider from the customer's mobile phone.

4.3 Help

Displays help text for the application.

Tap on the [Help] button.

The following pop-up displays:
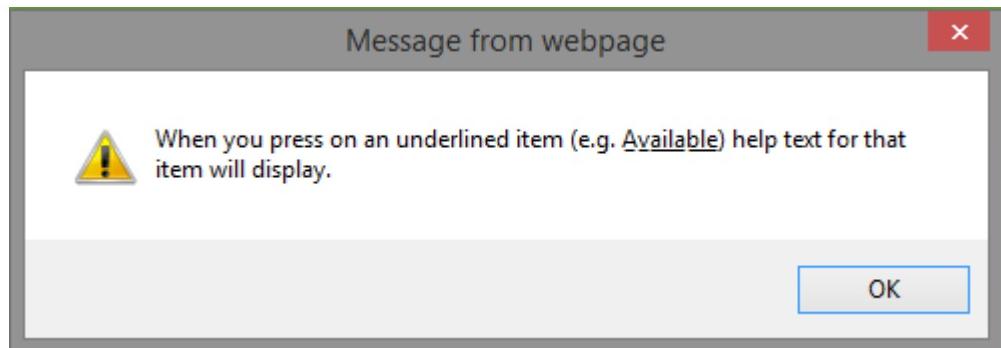
Tap on to exit.

4.4 Emergency top-up

Does emergency top-up for the utility.

Tap on the [Emergency top-up] button.

If the emergency top-up was successful, the screen will refresh and the new values that are available now will display. Other values will refresh with the new refresh cycle.

If the customer immediately attempts to do another emergency top-up the following message will display in a pop-up:
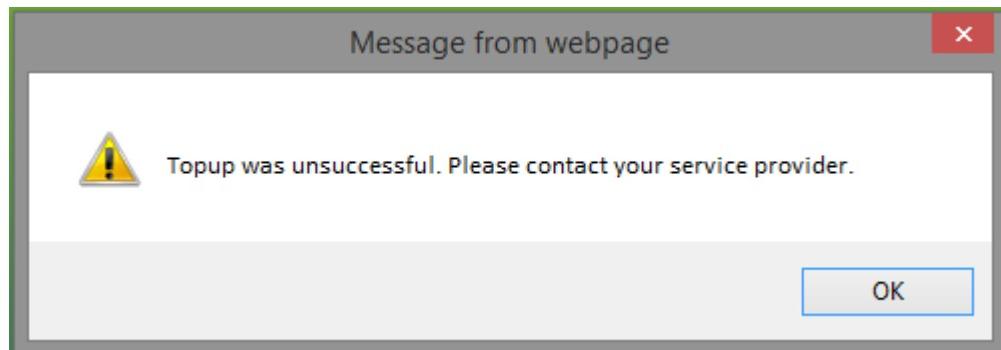
Note: This button is visible only if the customer is granted the emergency top-up privilege by the service provider.

Annex A: References and contacts

SERVICE PROVIDER	CONTACT DETAILS
Grid Control Technologies (Pty) Ltd	http://www.gridcontrol.co.za Marketing: Paul Vermaak: Tel: +27 12 846 3200 Cell: +27 83 449 9092 Fax: +27 12 846 3201 Email: paul@gridcontrol.co.za
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